Clickfree™
Automatic Backup

C6 Easy Imaging

Total Computer Backup

User Guide

Clickfree and the Clickfree logo are trademarks or registered trademarks of Storage Appliance Corporation.

Other product names used in this guide are recognized as trademarks or registered trademarks of their owners.

The information contained in this guide is provided by Storage Appliance Corporation and while we try to keep the information up-to-date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, or suitability of the information or related products. Any reliance you place on such information is therefore strictly at your own risk.

In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of this information or related products.

The specifications and performance of the products manufactured by Storage Appliance Corporation and featured in this publication may be changed without notice.

Copyright © 2011 Storage Appliance Corporation. All rights reserved.

Contents

INTRODUCING THE CLICKFREE C6 5

How it works 5

Definitions 6

What gets backed up? 6

Features 7

What do I need before I start? 7

BACKING UP 8

RESTORING CONTENT 10

What gets restored, and to where? 10

Restore -- Let Clickfree decide what to restore and to where 10

Restore -- Change how Clickfree restores content 11

How do I find files that were restored? 12

My program cannot find the restored files – what should I do? 12

VIEWING BACKED UP FILES 13

Browsing or searching for files 13

USING EASY FIX TO RECOVER FROM A HARDWARE FAILURE 14

Rebooting your computer from the C6 14

Doing an emergency backup/ recovery 15

Repairing your computer 16

Re-Imaging your computer 17

FREQUENTLY ASKED QUESTIONS 19

What is Clickfree C6 and How is Clickfree C6 different from other Clickfree Automatic Backup products? 19

What Are The Main Features of Clickfree C6? 19

What is the minimum system requirements for C6? 19

What if Clickfree doesn't start up automatically? 20

What Does Clickfree C6 backup? 20

Copyright © 2011 Storage Appliance Corporation.

Is the Clickfree C6 going to do a full backup of my computer every time I connect the Clickfree device?21
How do I exclude folders from the backup? 21
Can I exclude an individual file from backup? 21
Scheduling automatic backups 22
What if there is not enough space on my C6? 22
What if there is more than one user on my computer? 23
Can I back up more than one computer? 23
How is backup different when I have more than one computer? 23
Finding the name of a computer 23
Renaming a computer 24
Removing a computer 24
How do I make multiple backups? 24
Using password protection 24
Do my files need password protection? 24
How do I enable password protection? 25
Can I change or remove the password? 25
What if I forget my password? 25
Updating Clickfree software 26
Resetting the C6 26
How do I import music? (EASY Music) 27
How do I back up onto CDs or DVDs? (EASY Archiver) 27
Can I back up two computers with different operating systems on the same Clickfree C6? 28
Can I put both formats (MAC & PC) on the same clickfree C6? 28
Will the Clickfree C6 copy all files off of all the computers when connected to any computer in the network? 28
If I have a PC Hard disk crash and need to replace my hard drive, how do I restore my personal files and software applications? 28

Copyright © 2011 Storage Appliance Corporation.

Introducing the Clickfree C6

HOW IT WORKS

The Clickfree C6 backup drive is the easiest way to protect the data on your computers, with no effort at all, by automatically searching for and backing up onto its built-in hard disk all the content stored on each computer. No hardware configuration or software installation is required.

The Clickfree C6 is the only external hard-drive in the Clickfree product lineup that backs up the computer's entire contents including the Windows operating system, installed software programs, as well as all personal content stored on the computer's hard-drives.

The Clickfree C6 also comes with a unique feature called EASY Fix. The EASY Fix is a suite of tools that allow the user to perform:

- Emergency Backup/Recovery - Recover personal files even after Windows has crashed and will not restart.
- Repair/Reset – Easily repair your computer including your Windows operating system and software programs from a previous backup, without affecting your personal files. See details in "Repairing your computer" on Page 16.
- Reimage - In the case of a computer hard drive failure, easily reimage everything onto your computer's new hard drive. See details in "Re-Imaging your computer" on page 17.

The first time you connect a C6 to your computer it searches for and backs up all of your important content as well as the Windows operating system and your software applications.

The C6 can be connected to any number of computers to allow them to also be backed up. When Clickfree has finished backing up each computer, you can disconnect the C6 and connect it to a different computer, or leave the C6 connected to the computer to easily update your backup in the future (you can also schedule a backup automatically -- see “Scheduling automatic backups” on page 22).

Please note that the limit is on the available space on the Clickfree C6 and not on the number of PCs that can be backed up.

It is also possible to back up to CDs or DVDs instead of using the built-in hard disk; see “How do I back up onto CDs or DVDs? (EASY Archiver)” on page 27.

Copyright © 2011 Storage Appliance Corporation.

DEFINITIONS

Backup and Restore

A backup is a copy of data on your computer. Backups can be used to restore data after loss of or damage to your computer's hard disk, to restore files that have been accidentally deleted or corrupted, or to move or copy data from one computer to another.

Making a backup of your content only copies it from your computer to your C6, and does not delete it from the computer's hard disk.

Similarly, when you restore content, it only copies it from your C6 to your computer, and does not delete it from the C6.

> A backup is meant to be a second copy of your computer data,
> not the only copy of your data.

Content

Clickfree backs up your Windows operating system and software applications, as well as data that you have created, such as music, photos, letters, emails, tax information etc. In this guide we refer to the data that you created as *content*. This is an important distinction because the normal Restore function (described on page 10) only restores your content. If you need to "restore" your operating system and software applications, you must use the EASY Fix function (see page 14).

WHAT GETS BACKED UP?

When it runs automatically, Clickfree backs up everything on your computer:

- Photos – including common graphic formats such as JPEG and RAW
- Music – including CD audio, MP3, MIDI
- Video – e.g. AVI, MPEG, Shockwave Flash
- Emails – including Microsoft Outlook, Windows Live Mail, Thunderbird, Eudora
- Documents – e.g. from Microsoft Word, Open Office, and WordPerfect
- Spreadsheets – e.g. Microsoft Excel, Open Office, and Lotus 123
- Presentations – e.g. Microsoft Powerpoint and Corel Show
- Illustrations – such as Corel Draw, Visio, Photoshop and Paintshop images
- Financial – such as those from Quicken, QuickBooks and tax programs
- Windows and Programs – operating system and software applications
- All Others – including, but not limited to, zip and RAR files, XML, and CSV files

The first time you back up your computer, C6 backs up all of the content it finds, as well as the operating system and software applications, which might take several hours. Each time you use Clickfree after that, it only backs up the new or changed files, so it will be much faster. **Any files that were deleted from your computer since the last backup are not deleted from the C6**.

Copyright © 2011 Storage Appliance Corporation.

FEATURES

- Customizable backup options to exclude folders; remembers your customized settings for each computer you use it with.
- Multi-computer backup -- can hold the backups for as many computers as you like, limited only by the available space on the C6.
- Multi-version backup – the first backup is a full backup, while each subsequent backup is incremental (i.e. only new/modified files will be backed up). – you can select which version to view or restore.
- EASY Restore - easily restore to same or other computer -- a great way to move your content from your old computer to your new one.
- EASY Imaging - full computer imaging -- because the C6 backs up your Windows operating system and software applications, you can easily recover from a hardware crash.
- EASY Viewer -- conveniently view backed-up photos in thumbnail and expanded view. View all other files as easily as if it is on the original computer
- EASY Music - easily import music from your iPod/iPhone/iPad to your computer and to iTunes.
- EASY Fix – easily recover from computer crashes caused by viruses or software corruption – often within minutes !

WHAT DO I NEED BEFORE I START?

Your computer must be running one of these operating systems:

- Microsoft Windows 7 (any editions)
- Microsoft Windows Vista (any editions)
- Microsoft Windows XP (any editions)

In addition you need:

- One free USB port (preferably USB 3.0, but compatible with USB 2.0 and USB 1.1) on your computer
- At least 100 MB of free space on your computer

Copyright © 2011 Storage Appliance Corporation.

Backing Up

Even though Clickfree backs up your operating system and software applications, it is safe to continue working while the backup is running. However, keep in mind that the "snapshot" is created when backup starts and it can take some time to complete, so any files modified during the backup will not be included and you will need to run an incremental backup afterwards.

1. Make sure that your computer is switched on and has finished starting up.
2. If this is a Clickfree C6 Desktop version, connect the C6 power adapter to a wall outlet or power bar and the other end to the C6.
3. Connect one end of the USB cable to the C6 and the other end to a USB port on your computer.
4. When Clickfree starts to run, a *Welcome* window appears and shows the number of seconds left before the backup starts automatically:

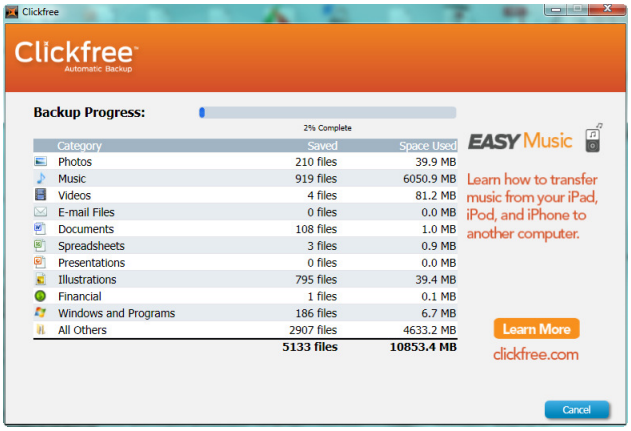
The *Viewer* and *Restore/Transfer* buttons appear at the bottom of the window after at least one backup exists on your C6.

Unless you stop the countdown by clicking a button, at the end of the countdown period Clickfree starts the backup.

- If you want to let Clickfree decide what needs to be backed up from where, you don't need to do anything further. For details, see "What gets backed up?" on page 6.
- If you want to exclude one or more folders from the backup, click *Options* and see "How do I exclude folders from the backup?" on page 21.

Copyright © 2011 Storage Appliance Corporation.

5. During the backup, Clickfree displays a progress window.



   When you see the *Backup Summary* window after the backup is complete, simply click *Close*. You're done!

6. Disconnect the C6 and keep it in a safe place.

Repeat these steps for each computer you want to back up.

Set up an automatic backup schedule so you don't have to worry about a thing. See "Scheduling automatic backups" on page 22.

Copyright © 2011 Storage Appliance Corporation.

Restoring Content

You can restore your content to any computer that meets the system requirements (see "What do I need before I start?" on page 7), not just to the computer the content was backed up from.

To restore files from more than one computer, simply repeat the restore process choosing a different computer each time.

WHAT GETS RESTORED, AND TO WHERE?

The Restore function only restores your content (data you created). If you need to "reimage" your operating system and software applications, use the EASY Fix function (see page 14).

You can choose whether to restore all or just selected content, and where the content is restored to – or you can allow Clickfree to make the choices for you.

If you don't change any options, Clickfree restores all of the content that was backed up, and puts it in the same folders on your computer that it was backed up from.

If you are restoring over files of the same name, Clickfree overwrites these files on the computer with the ones on the C6. Alternatively, you can restore your files to a different location on your computer so they don't overwrite any existing files.

RESTORE -- LET CLICKFREE DECIDE WHAT TO RESTORE AND TO WHERE

1. Connect the C6 to your computer and wait for the Welcome window to appear.

   If you are restoring content to a new computer that has never been connected to the C6, plug the C6 in to your new computer.

2. Before the countdown gets to zero, click *Restore/Transfer*.
3. The *Restore* window appears.

   Note that all of the categories that have backed-up content are checked off in the *Select Category* column.

4. Look at the computer name in the *Restore From* box:

   The drop-down list contains the names of all of the computers that have been backed up on your C6. Select the computer you wish to restore from. Clickfree will restore all categories selected from that computer's most recent backup to the original locations.

Copyright © 2011 Storage Appliance Corporation.

5. Click *Start Restore*.

During a Restore, your content will be copied from the C6 to the computer and will not be deleted from your Clickfree backup: it is still safe on the C6.

RESTORE -- CHANGE HOW CLICKFREE RESTORES CONTENT

By making choices at several steps in the restore process you can control which content is restored and where it is restored to. You can also restore from an older backup instead of the most recent.

1. Follow steps 1-3 from "Restore -- Let Clickfree decide what to restore and to where" on page 10.
2. Click *Switch to Advanced Restore*. Select the computer whose content you want to restore to this computer, and the backup to be restored:

3. All categories that contain files on the selected backup are selected. If there are any categories that you do not want to restore, click the check box to clear it. If the check box is not enabled, that means that there are no files for that category on the selected backup.
   - When a category is selected or deselected, all of the file types that make up that category are also selected or deselected. To restore individual files within a category, click the category name and then select the files to be restored.
   - To locate particular files to be restored, click *Explorer View* and select the files to be restored.
4. When you are finished selecting files, click *Next*.
5. On the *Select Location to Restore Files* window, indicate where to restore the content.
   - To restore the content to its original location, leave *Clickfree will automatically restore my files to their original location* selected, and continue with step 6.
   - To restore the content to a different location, click *I will choose a specific location to restore my files to*.
     - Choose a disk drive (if you have more than one).
     - The folder that will be used is shown below the drives. Optionally, choose a different folder. Click *Choose Location* and select the folder you want.
       To create a new subfolder, click *Make New Folder*, type the folder name, and click *OK*.
6. Click *Start Restore*.

   If there are any files that cannot be restored, the *Restore Summary* window has a *Show*

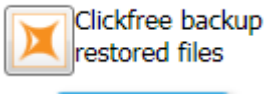
Copyright © 2011 Storage Appliance Corporation.

Details link at the bottom left. Click the link to see a list of the files that were not restored.

your content will not be deleted from your Clickfree backup: it is still safe on the C6.

HOW DO I FIND FILES THAT WERE RESTORED?

If Clickfree restored your files to a folder that was not their original location, Clickfree puts an icon on your Restore Summary page so that you can quickly and easily get to the restored content:



Double-click the icon to open *Windows Explorer* to the folder where your content was restored. You can now use *Explorer* to move the files to a more convenient folder.

MY PROGRAM CANNOT FIND THE RESTORED FILES – WHAT SHOULD I DO?

Some programs expect to find their files in a particular folder. If you restore files to a folder other than the original location, your program may not be able to find them.

If your program displays an error message telling you that it cannot find its files, or if the program starts up but your data is missing, you will need to move the files to the proper folder.

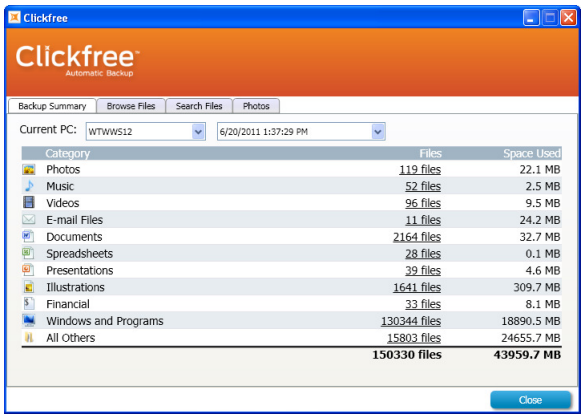
Unfortunately, this is different for every application and you may need to consult the program's online help or user guide to find out where the files need to be moved to.

Copyright © 2011 Storage Appliance Corporation.

Viewing Backed Up Files

BROWSING OR SEARCHING FOR FILES

1. Connect the C6 to your computer and wait for the Welcome window to appear.
2. Before the countdown gets to zero, click *Viewer*. The *EASY Viewer* window is displayed.



3. Do one of the following:
   - To view the files on the backup, click the *Browse Files* tab, then expand and collapse the folders on the left side of the window. Double-click a file to open it with the program that your computer normally uses for files of this type.
   - To view photos, click the *Photos* tab and navigate through the folders to see the images.
   - To search for a file on the backup, click a category on the *Backup Summary* tab, (other than *Photos*), or click the *Search Files* tab.
     - Select the *File Type* – select a category, or 'Any' if you want all categories to be searched.
     - Enter all or part of the *File Name* or leave blank to retrieve all files of the selected Type.
     - By default, only the most recent backup is searched. If you want to search across all backups, select *Search in all snapshots*.
     - Click *Search*.

     Files that match all of your search criteria are displayed. Double-click a file to open it with the program that your computer normally uses for files of this type.

Copyright © 2011 Storage Appliance Corporation.

Using EASY Fix to Recover from a Hardware Failure

EASY Fix is a suite of tools that allow you to perform:

- Emergency Backup/Recovery - Recover personal files even after Windows has crashed and will not restart.
- Repair/Reset – Easily repair your computer including your Windows operating system and software programs from a previous backup, without affecting your personal files.
- Reimage - In the case of a computer hard drive failure, easily reimage everything onto your computer's hard drive.

EASY Fix is not part of the normal Windows software that you will see every day when you run Clickfree backups. In order to use Clickfree EASY Fix, you will need to restart your computer to boot from the C6.

REBOOTING YOUR COMPUTER FROM THE C6

1. Connect the C6 to your computer, then restart your computer. Look for a message at startup that indicates the key to press to change the boot device order. Usually the message will say “Press [x] key for Boot Options.” F9, F12, or Esc are common keys, but each BIOS will be different. To find the appropriate key for your computer model, see http://www.clickfree.com/support/help_easyfix.html
2. Press this key repeatedly until you get to the Boot Menu. You only have a short time to do this before Windows boots up -- if you reach the Windows startup screen, you must restart your computer using "Ctrl-Alt-Delete" and try again.
3. The Boot Menu will show a list of drives that boot up on your computer. Use the arrow key to highlight the C6 (which may be listed as “Clickfree Backup Drive”, “USB HDD”, or “USB CDROM”), then press Enter.

Copyright © 2011 Storage Appliance Corporation.

4. The computer restarts and loads the Clickfree EASY Fix Welcome screen.

Clickfree
EASY fix
Welcome to Clickfree EASY Fix
If you have experienced a computer crash we suggest you start by running an EMERGENCY BACKUP of your content.
If your content is already backed up, we suggest you proceed directly to REPAIR.
ADVANCED
REPAIR
EMERGENCY BACKUP

The Repair button appears at the bottom of the window after at least one full backup exists on your C6.

DOING AN EMERGENCY BACKUP/ RECOVERY

Unless you have very recently done a normal backup onto the C6, we suggest that you perform an *Emergency Backup/Recovery* before performing a Repair or Re-Image to ensure that you have a current copy of all personal content on the computer.

Clickfree
EASY fix
Emergency Backup in progress...
9%
msdadc.dll
Time Remaining: 00:01:20
Clickfree EASY Fix is currently backing up all of your personal content. Before trying to repair a damaged PC, your personal content should always be backed up first.
CANCEL

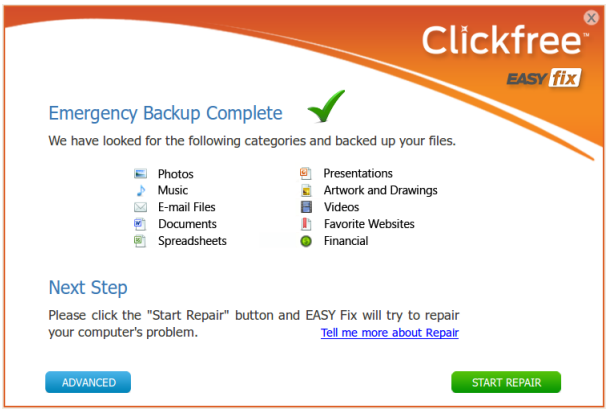
Unlike a regular backup, the Emergency Backup/Recovery only backs up content, not Windows operating system files or software applications. By default this includes all content on your computer; if you wish to exclude some folders, click *Advanced* instead and then click *Settings* to choose the folders to exclude.

This emergency backup/recovery cannot be chosen for Re-Image or Repair, but can be used during a normal content Restore (as described on page 10).

After the emergency backup/recovery is complete:

- If a previous full computer backup is available, you can click *Start Repair* (or click *Advanced* for more options).

Copyright © 2011 Storage Appliance Corporation.



- If no full computer backups are available on the C6, click *Close Clickfree* and unplug the C6. Your computer will attempt to restart as normal and load Windows. If you are later successful in repairing your computer by other means, you can use the normal Restore (as described on page 10) to restore your content.

REPAIRING YOUR COMPUTER

When you choose *Repair*, Clickfree will compare all of the system files on your computer to the system files in the most recent backup on the C6. System files from the backup will be copied back to the computer. Any personal content files that are on the backup but not on the computer will be restored to the computer.

1. Reboot your computer from the C6 as described on page 14.

   If you're not sure how recently your computer was backed up, click Doing an emergency backup/ recovery to back up your content once more before you continue (see page 15).

2. If you want to run the Repair using the most recent backup, click *Repair* on the EASY Fix Welcome screen. If you want to repair from an older backup, click *Advanced* on the EASY Fix Welcome screen and then click *Repair/Reset*. Choose the backup dates to be used and click *Start Repair*. Note that you cannot select an emergency backup.

Copyright © 2011 Storage Appliance Corporation.

Clickfree
EASY fix
The EASY Fix Repair tool will compare the content and system files on your computer to your backup. By default it will use your latest backup for both categories. If you would like to use a previous backup please choose them below.
Date of System Data to use:
What is System Data
2011-06-03 09:45
Date of Personal Content to use:
What is Personal Content
2011-06-03 09:45
BACK
START REPAIR

3. Do not unplug the C6 during the Repair process. When you see the Repair Complete screen, click *Close Clickfree* and unplug the C6. Your computer will restart as normal and load Windows.

RE-IMAGING YOUR COMPUTER

1. Reboot your computer from the C6 as described on page 14.

> If you're not sure how recently your computer was backed up, click *Emergency Backup/Recovery* to back up your content once more before you continue (see page 15).

1. Click *Advanced* on the EASY Fix Welcome screen. The date of the latest backup is shown. If you want to re-image from an older backup, select the backup dates to be used, then click *Start Re-Image*. Note that you cannot select an emergency backup.

Clickfree
EASY fix
The EASY Fix Re-Image tool will overwrite everything on your computer's hard drive with the files you select below. By default it will use your latest backup for both categories. If you would like to use a previous backup please choose the date.
Date of System Data to use:
What is System Data
2011-06-03 09:45
Date of Personal Content to use:
What is Personal Content
2011-06-03 09:45
BACK
START RE-IMAGE

> EVERYTHING on your computer's internal hard drives will be erased and replaced with the system files, applications, and content in the selected backup – you must confirm that you want to continue.

Copyright © 2011 Storage Appliance Corporation.

Clickfree
EASY fix
You have chosen to Re-Image your computer's hard drive with these settings:
System Data: test-PC's Computer Backup - 2011-06-03 09:45
Personal Content: test-PC's Computer Backup - 2011-06-03 09:45
All data on your computer's hard drive will be erased and replaced with this data.
Are you sure you want to continue ?
Yes, I would like to continue
BACK
START RE-IMAGE

2. Do not unplug the C6 during the Re-Image process. When you see the Re-Image Complete screen, click *Close Clickfree* and unplug the C6. Your computer will restart as normal and load Windows.

If you did an Emergency Backup, it may contain newer content than what was restored during the Re-Image process; you should restore the content from the Emergency Backup using the normal Content Restore (as described on page 10).

Copyright © 2011 Storage Appliance Corporation.

Frequently Asked Questions

What is Clickfree C6 and How is Clickfree C6 different from other Clickfree Automatic Backup products?

The Clickfree C6 is the only portable hard-drive in the Clickfree product lineup that will backup the entire computer's contents (EASY Imaging) --- including the Windows Operating System, installed software programs as well as all personal content stored on the computer's hard-drive. Previous Clickfree drives only support content backup.

The Clickfree C6 also comes with a unique feature called EASY Fix. The EASY Fix is a suite of tools that allow the user to perform:

- Emergency Backup/Recovery - Recover personal files even after Windows has crashed and will not restart.
- Repair/Reset – Easily repair your computer including your Windows operating system and software programs from a previous backup, without affecting your personal files.
- Reimage - In the case of a computer hard drive failure, easily reimage everything onto your computer's hard drive.

What Are The Main Features of Clickfree C6?

EASY Imaging: Automatically backs up your entire computer including your photos and other personal files, software programs and Windows operating system.
EASY Fix: Easily recover from computer crashes caused by viruses or software corruption - often within minutes
EASY Run: Patented Easy Run automatically backs up your photos and other personal files , software programs, and Windows operating system – just plug it in. EASY Organizer: Automatically finds and organizes your photos and all other personal files for backup.
EASY Viewer: View all backed up photos and other personal files just like on your computer.
EASY Restore: Your complete personal file backup and photos can be easily transferred to a new computer.

What is the minimum system requirements for C6?

Windows Vista®, Windows® XP or Windows® 7

100MB available hard drive space

Copyright © 2011 Storage Appliance Corporation.

WHAT IF CLICKFREE DOESN'T START UP AUTOMATICALLY?

There are a couple of reasons why Clickfree does not run when you plug in the C6:

- If you connected the C6 to a USB hub, the hub may not provide enough power for the C6. Try connecting directly to a USB port on the computer itself.
- If you see a message telling you that "*Clickfree™ Backup cannot start because you do not have the required permissions. Please re-login to this computer as the Administrator*." :
- Log out.
- Unplug the C6.
- Log in again as Administrator.
- Plug the C6 in again.
  The backup then starts automatically.
- Your computer settings may prevent Clickfree from running automatically because "Autorun" is turned off.

To fix this problem (you only need to do this once, not every time you use Clickfree):

- Windows XP: Download the "autoplay repair wizard" from the Microsoft website and run the program.
- Windows Vista:
  - Click *Start*»*Control Panel*.
  - In the window that appears, click *Autoplay* (in the Hardware category).
  - Scroll to the bottom of the *Autoplay* window and select *Restore all defaults*, then click *Save*.

Alternatively, you can temporarily bypass Autorun:

- Wait for two minutes after you connect your C6 to your computer, then click *Start*»*My Computer* (WindowsXP/2000) or *Computer* (Vista).
- In the window that appears, find *Clickfree_System.*
- Double-click on it.
- Double-click *FIBPGuard.exe*.
- If the Vista Autoplay window appears, select *Always do this for software and games*, then click *Start ClickFree C6*. You only need to do this once, not every time you use Clickfree.

WHAT DOES CLICKFREE C6 BACKUP?

The Clickfree C6 is the only portable hard-drive in the Clickfree product lineup that will backup the entire computer's contents (EASY Imaging) --- including the Windows Operating System, installed software programs as well as all personal content stored on the computer's hard-drive.

Copyright © 2011 Storage Appliance Corporation.

Is the Clickfree C6 going to do a full backup of my computer every time I connect the Clickfree device?

No. By default, the first backup that the C6 does on each computer is a Full backup and will take longer. All subsequent backups for the same computer are incremental (i.e. only new/modified files will be backed up). In addition, if files are moved from one directory to another on the computer, they will not be backed up again and only the directory information will be updated.

How do I exclude folders from the backup?

Clickfree backs up everything on your computer except for any folders you choose to exclude.

> Any changes you make to how Clickfree does backups are used for subsequent backups on this computer unless you modify them or revert to factory settings.

1. Connect the C6 to your computer and wait for the Welcome window to appear.
2. Before the countdown gets to zero, click *Options*. The *Manage Settings and PCs* window is displayed.
3. In the left side of the window, click on the computer that you want to change settings for, then click *Backup Settings*.
4. Choose the folder(s) you want Clickfree to exclude:
   - To exclude a folder and all folders below it, make sure that the check box is checked My Documents.
   - To see details of a folder, click the + to the left of the check box. This expands the folder to show the folders below it, and changes the + to a -. Click the – when you want to collapse the folder again. Choose the individual folders you want to be excluded.
5. Click *Save* to continue with the countdown.
   You can click *Start* at this time to go to the backup right away without waiting for the rest of the countdown.

Can I exclude an individual file from backup?

You can only exclude folders from being backed up.

Copyright © 2011 Storage Appliance Corporation.

SCHEDULING AUTOMATIC BACKUPS

The Clickfree scheduler runs a backup automatically as long as the C6 is connected to the computer.

The default scheduler interval is once a day. If you want to change it:

1. Connect the C6 to your computer and wait for the Welcome window to appear.
2. Before the countdown gets to zero, click *Options*.
3. Click the *Scheduler* tab. The backup schedule for this computer is shown.
4. Choose the appropriate interval and time to start the backup.
5. Indicate if the scheduled backup should wake the computer from sleep. If this is not selected, the backup will run the next time the computer is active.
   Note: Although a scheduled backup will wake your computer from sleep mode, it will not run if the computer is hibernating.
6. Click *OK*.

At the set time interval, a backup is started automatically, with no intervention from you, as long as the C6 is connected to the computer. However, if your C6 uses password protection, the scheduled backup is delayed until you enter the password.

WHAT IF THERE IS NOT ENOUGH SPACE ON MY C6?

If you are using the Clickfree C6 Home Backup to backup several computers and run out of space, you may want to consider using multiple C6s.

While Clickfree is searching for content to back up, it adds up the amount of disk space needed and compares that with the free space on the C6. If there is not enough free space for your content, Clickfree will try to remove older backups for the same computer to free up space (you will be notified before Clickfree attempts to remove your older backups). In the case where the required space is more than the total size of the Clickfree drive (for example, there are already backups of other computers or there are non-Clickfree files stored on the device), Clickfree will prompt you to change the Backup Settings to exclude one or more folders from the backup or to remove a previously backed up PC.

When the *Start Backup* button is enabled (turns orange), click *Start Backup*. Backup proceeds as usual.

Alternatively, if you have backups from an old computer on the C6 that you don't need to keep any more, you could cancel the backup, remove the old computer (see "Removing a computer" on page 24), and restart the backup.

Copyright © 2011 Storage Appliance Corporation.

WHAT IF THERE IS MORE THAN ONE USER ON MY COMPUTER?

When Clickfree runs, it can only back up the content that you can access from your login, and restore content to locations you have access to. Because *Windows XP* and *Windows Vista* maintain a separate *Documents* or *My Documents* folder for each user, Clickfree can back up only the corresponding content that belong to the person who is logged in, unless that person logs in as an Administrator and data is not encrypted by the other user.

CAN I BACK UP MORE THAN ONE COMPUTER?

C6 can backup as many computers as you like: you are limited only by the amount of space on your C6.

Clickfree creates a unique identifier for each computer that it is used with, regardless of the computer's name. This allows Clickfree to back up content for more than one computer without the files getting mixed up with each other, even if all of the computers have the same name. You can change the name of a computer after backup to make it easier to remember which computer is which.

If you are backing up several computers and run out of space, you may want to consider using multiple C6s. See What if there is not enough space on my C6? on Page 22

HOW IS BACKUP DIFFERENT WHEN I HAVE MORE THAN ONE COMPUTER?

It makes no difference at all - just plug the C6 in to each computer to do the first back up. Each time you back up a computer for the first time, its name is added to the drop down list of computers that you see on the *Backup Summary*, *Restore Summary*, and *Options* windows. Whenever you want to backup a computer, just connect the C6 to the computer.

FINDING THE NAME OF A COMPUTER

1. Connect the C6 to your computer and wait for the Welcome window to appear.
2. Before the countdown gets to zero, click *Options*.

All of the computers that Clickfree has backed up on your C6 are shown at the left side of the window, with the computer names underneath.

When you click one of the computers, Clickfree shows:

- the computer name
- the amount of space taken up by backed-up content for that computer
- the date and time of last backup

Copyright © 2011 Storage Appliance Corporation.

RENAMING A COMPUTER

1. On the *Manage Settings and PCs* window, click the computer whose name you want to change.
2. Click *Rename PC*.
3. Type the new name for the computer and click *Save*.

Use only letters, numbers and hyphens for the computer name.

REMOVING A COMPUTER

If you no longer want to keep content backed up from a computer (for example, you may no longer have that computer, and have already restored its content to another computer), you can free up space on your C6 by removing the old computer and its backup from Clickfree.

1. On the *Manage Settings and PCs* window, click the computer you want to remove.
2. Click *Remove PC*. You are prompted to confirm that you want to remove it.

Once you have removed a computer from Clickfree there is no way to recover that computer's content from the C6.

Clickfree may take several minutes to erase the data, depending on the amount of content backed up on the C6.

To see how to remove the content from all computers, see "Resetting the C6" on page 26.

HOW DO I MAKE MULTIPLE BACKUPS?

Clickfree stores multiple backups from each computer. The first backup is a full backup, and each subsequent backup is incremental (only the files that changed from the previous backup).

USING PASSWORD PROTECTION

DO MY FILES NEED PASSWORD PROTECTION?

If your C6 is lost or stolen, anyone with a computer that meets the hardware and software prerequisites can restore files from your C6 simply by connecting the C6 to their computer, unless the C6 is protected by a password.

You should protect your files using a password if the content you have backed up is sensitive in any way and there is any possibility that the C6 could be lost or stolen.

Copyright © 2011 Storage Appliance Corporation.

If you set a password, a scheduled backup is delayed until you enter the password. See "Scheduling automatic backups" on page 22 for more details.

HOW DO I ENABLE PASSWORD PROTECTION?

1. In the *Manage Settings and PCs* window, click the *Tools* tab.
2. Click *Enable Password*.
3. Type your password in both the *New Password* and *Retype Password* fields.

   Clickfree imposes no restrictions on the password, and treats upper-case and lower-case letters as identical. But you should pick a password that would be difficult for anyone else to discover and that you will be able to remember – if you forget your password there is no way to recover any backed-up content from the C6.

4. Optionally set a hint that can be used to help you remember your password.

   Be sure to pick a hint that would be difficult for anyone else to interpret and that you will be able to remember – if you forget your password and cannot remember it using the hint there is no way to recover any backed-up content from the C6.

5. Click *OK*.

CAN I CHANGE OR REMOVE THE PASSWORD?

To change your password, simply disable the password from the *Options/ Tools* window, then enable it again as described above.

WHAT IF I FORGET MY PASSWORD?

If you have forgotten your password, and cannot remember it from the hint you set when you enabled password protection, your only option is to reset the C6 and lose all of your backed-up content.

There is no way to recover your data.

To reset the C6:

1. When prompted to type your password, click *Forgot My Password*.
2. To erase the backed-up content and re-enable password protection:
   - Leave *Erase backed up data and re-enable security* selected.
   - Type a new password in both the *New Password* and *Retype Password* fields.
   - Optionally set a hint.
   - Click *Erase and Enable security*.

   OR

Copyright © 2011 Storage Appliance Corporation.

To erase the backed-up content and disable password protection, select *Erase all backed up data but do not re-enable security*, then click *Erase*.

3. Click *Yes* to confirm that you want to erase all backed up content.

UPDATING CLICKFREE SOFTWARE

From time to time Clickfree software is upgraded to provide new or enhanced features. You must manually check for updates. The C6 must be connected to your computer, and the computer must be connected to the Internet for updated software to be found and installed.

1. On the *Tools* window click *Update*. Clickfree checks for available updates.
2. If the software in your C6 and your computer is up to date, click *OK* on the dialog that pops up.

   If an update is available, it is downloaded and your software is updated.

   While the software update is taking place, do not remove the C6 from your computer and do not turn off or restart the computer until the update is complete.

3. When the software update is complete, you must unplug the C6 and plug it in again for the update to take effect.

RESETTING THE C6

Master Reset is used to remove all backed-up content from all computers that have been backed up on your C6, and to apply factory settings.

After you perform a *Master Reset* you can no longer restore any previously backed-up content, but your C6 can still be used for new backups.

If you want to remove only the content that was backed up from one computer, see "Removing a computer" on page 24.

1. On the *Tools* window click *Master Reset*.
2. You are prompted to confirm that you want to remove all backed-up content from Clickfree – select the check box and click *Reset*.

   Once you have removed content from Clickfree using Master Reset there is no way to recover any backed-up content from the C6.

Clickfree may take several minutes to erase all of the content, depending on the amount of content backed up on the C6.

Copyright © 2011 Storage Appliance Corporation.

How do I import music? (EASY Music)

You can use your C6 to copy music from your iPod/iPhone/iPad to your computer.

1. Connect the C6 to your computer and wait for the Welcome window to appear.
2. Before the countdown gets to zero, click *Options*.
3. Click the *EASY Music* tab.
4. Attach your iPod/iPhone/iPad to a USB port on your computer.
5. Click *EASY Music*.
6. Select the iPod/iPhone/iPad to import music from, and click *Next*.
7. Select the music to be copied by selecting a combination of the *Playlists* on the left, and individual *Titles* on the right, or, to import all of the music on the iPod/iPhone/iPad, select the *Import All Music* check box.

   A grey checkmark in a playlist's check box means that some of its titles are selected. Note that, since a title may be included in more than one playlist, selecting or clearing any given playlist may result in a change in the selection status of other playlists.

   You can use the controls at the bottom left of the window to play any title from your iPod through your computer's sound system. If the title will not play in Windows Media Player, the appropriate program opens to play it.

8. If you do not want to import the music to iTunes, clear the *Automatically add imported music to your iTunes library* check box.
9. Click *Browse* to select the location to copy the music files to.
10. Click *Start Copy*. The music files are imported to your computer.
11. Click *Close*. If you are adding the imported music to your iTunes library, wait until the *Adding new music ...* box closes.

How do I back up onto CDs or DVDs? (EASY Archiver)

1. Connect the C6 to your computer and wait for the Welcome window to appear.
2. Before the countdown gets to zero, click *Options*.
3. Click the *EASY Archiver* tab, then click *Launch EASY Archiver*.
4. The Clickfree DVD backup program starts up. Follow the instructions.

Copyright © 2011 Storage Appliance Corporation.

Clickfree tells you to label the disk with a number and date.
If you have more than one computer to back up, you should also write the computer's name (seen on the Backup Summary window) on the disk.
In addition, since Clickfree identifies backups by number, date, and time, you should also write the time of backup if it is possible that you may make more than one backup in a day.

CAN I BACK UP TWO COMPUTERS WITH DIFFERENT OPERATING SYSTEMS ON THE SAME CLICKFREE C6?

Yes, you can backup two computers with different Windows operating systems onto the same ClickFree C6.

CAN I PUT BOTH FORMATS (MAC & PC) ON THE SAME CLICKFREE C6?

No, the Clickfree C6 does not support backup on MAC. But MAC can read the Clickfree drive.

WILL THE CLICKFREE C6 COPY ALL FILES OFF OF ALL THE COMPUTERS WHEN CONNECTED TO ANY COMPUTER IN THE NETWORK?

No, the Clickfree C6 has to be physically connected to each computer to perform a backup.

IF I HAVE A PC HARD DISK CRASH AND NEED TO REPLACE MY HARD DRIVE, HOW DO I RESTORE MY PERSONAL FILES AND SOFTWARE APPLICATIONS?

Once the new disk drive is installed into your PC, connect the Clickfree C6 to your computer. Turn on your PC on and ensure the computer starts from EASY Fix (please refer to the User Manual for instructions on EASY Fix) . Select the "Re-image" from the Advanced options and follow the on-screen prompts to choose the backup version from which you want to restore from, and Clickfree C6 will restore your entire PC disk to exactly like it was at the time of the backup.

Copyright © 2011 Storage Appliance Corporation.